

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 7,359,860 B1  
APPLICATION NO. : 10/789397  
DATED : April 15, 2008  
INVENTOR(S) : Edward S. Miller

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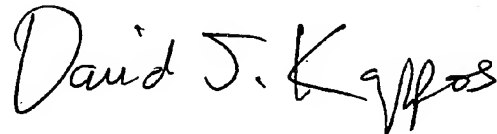
It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

The title page showing the illustrative figure should be deleted to be replaced with the attached title page.

The drawing sheet, consisting of Figs. 3 and 7, should be deleted to be replaced with the drawing sheet, consisting of Figs. 3, 7A, 7B, 7C, as shown on the attached pages.

Signed and Sealed this

Seventeenth Day of November, 2009

A handwritten signature in black ink that reads "David J. Kappos". The signature is written in a cursive, flowing style with a large initial 'D' and 'K'.

David J. Kappos  
*Director of the United States Patent and Trademark Office*

(12) **United States Patent**  
**Miller et al.**

(10) **Patent No.:** **US 7,359,860 B1**  
**(45) Date of Patent:** **Apr. 15, 2008**

(54) **CALL FLOW OBJECT MODEL IN A SPEECH RECOGNITION SYSTEM**

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(\*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 846 days.

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(21) Appl. No.: 10/789,397

(22) Filed: Feb. 27, 2004

#### Related U.S. Application Data

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(51) Int. Cl. **G10L 15/00** (2006.01)

(52) U.S. Cl. 704/275; 704/270; 379/88.05

(58) Field of Classification Search 704/270, 704/275; 379/88.05, 88.1  
 See application file for complete search history.

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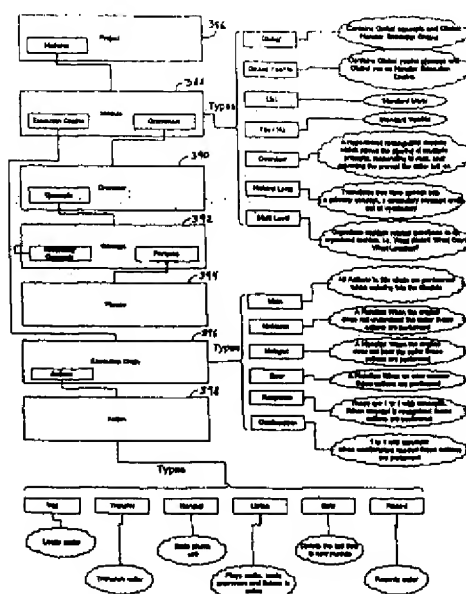
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#### (57) ABSTRACT

Systems and methods are provided for embodiments of a speech recognition system call flow object model. The systems and methods organize and execute, for example, multiple question directed dialogs, overview dialogs, or natural language directed dialogs. In certain embodiments, the organizing and executing of the natural language directed dialogs uses primary and secondary concepts without requiring a structured response. The systems and methods enable the call flow designers to define particular call flows without requiring the designers to perform any programming or coding.

9 Claims, 8 Drawing Sheets



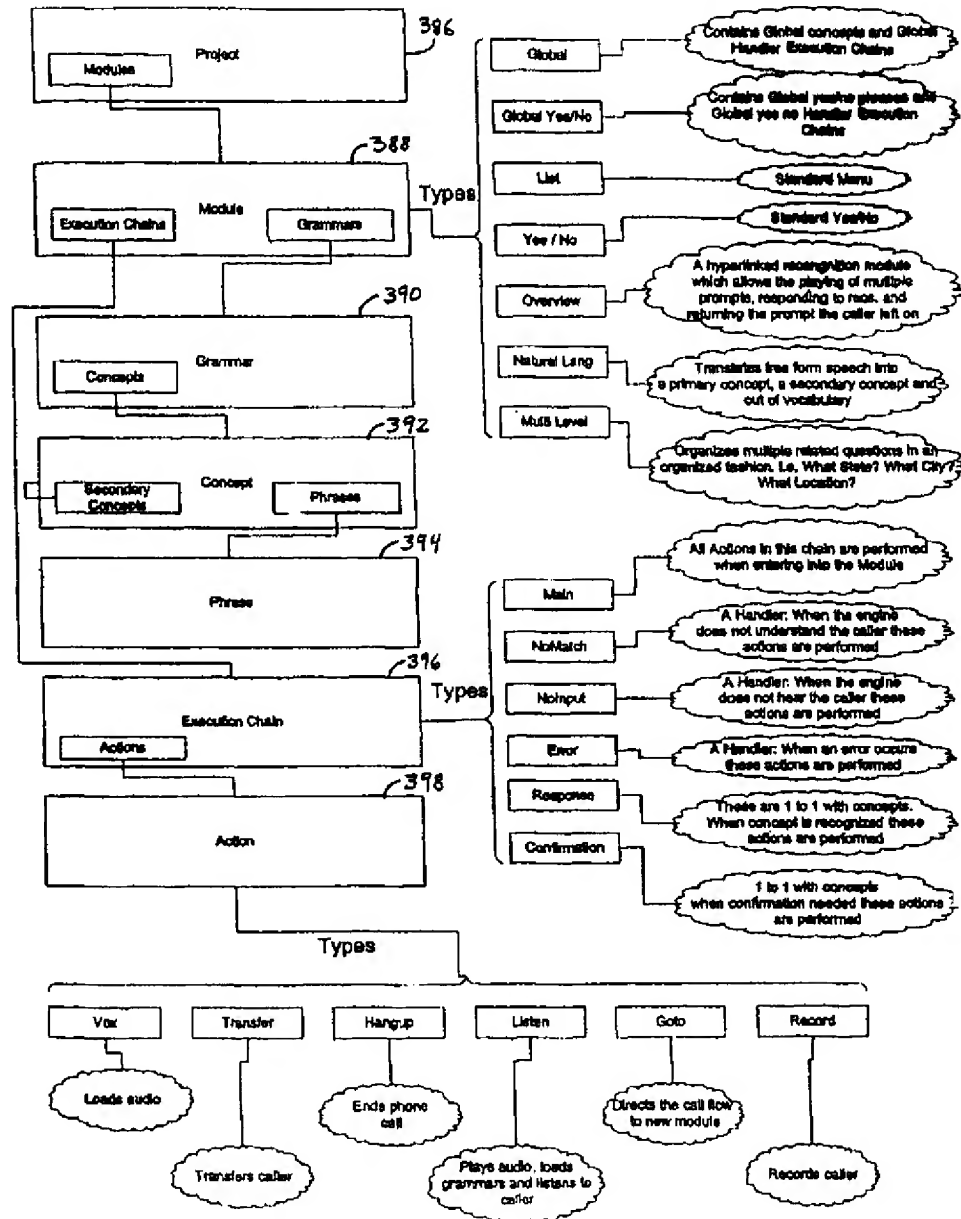
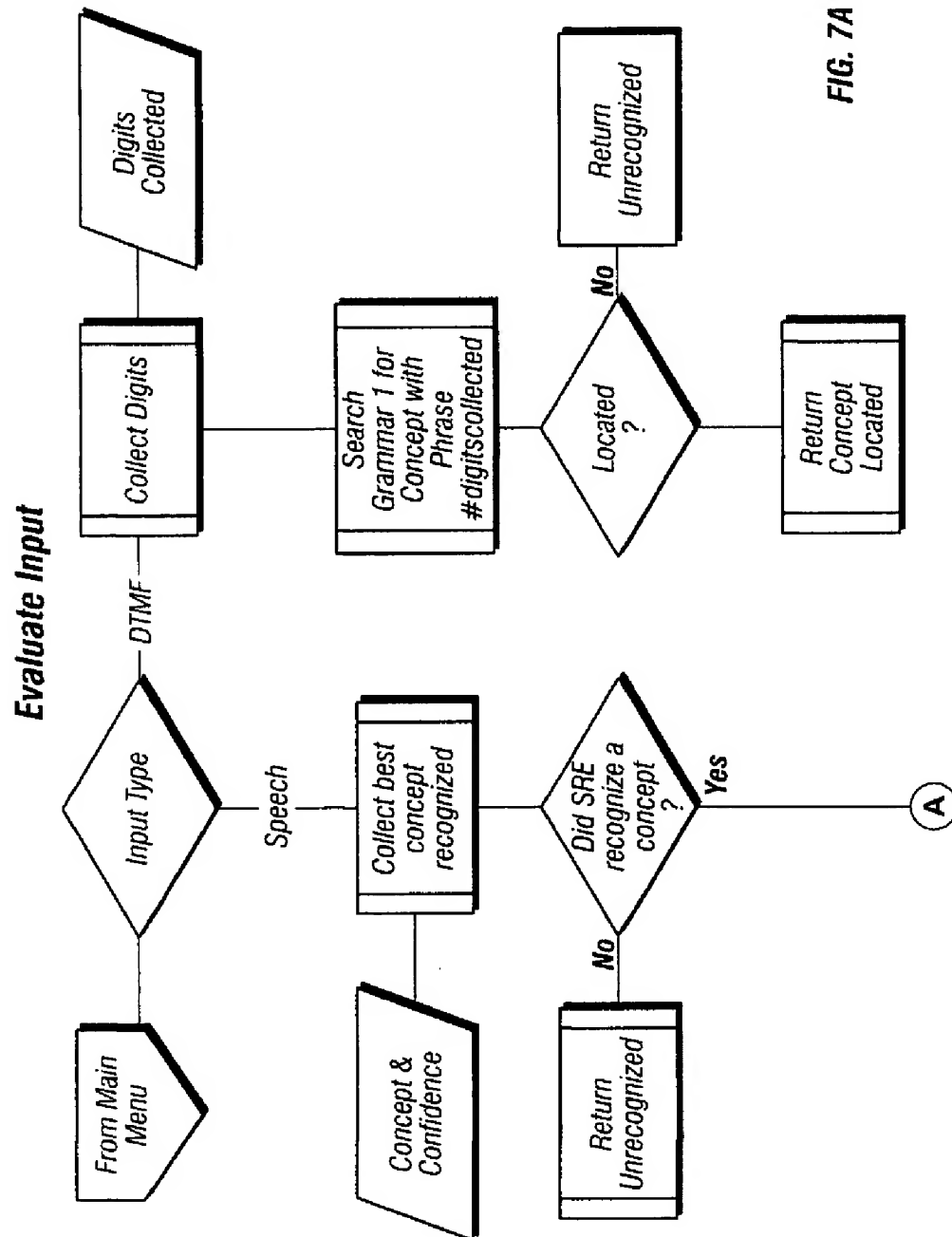


FIG. 3



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